

BOLD MEDIA GROUP PTY LTD
(ABN 77 636 449 155)

Professional Services Agreement (PSA)

This Agreement is between **Bold Media Group Pty Ltd** (ABN 77 636 449 155) whose registered office is located at 70 Breen St, Vic. 3550 (BOLD) **and** the party described in item 1 of the Schedule (Client).

Introduction

- This PSA outlines the framework for BOLD to provide ongoing support to the Client for products & services listed in Schedule 1
- Your PSA may include, and is not limited to, the following services
 - a) Installation
 - b) End user training
 - c) Moves, Adds and Changes (MAC) to the configuration of the phone system
 - d) Technical support
 - e) Managed helpdesk with automated ticketing system
 - f) Ongoing account management

Payment

BOLD's PSA has three payment options

- Finance – finance is provided by a third-party financier. These include but are not limited to Capital Finance Australia Ltd, Grenke, Finlease, DLL and Angle Finance, using either a Rental, Chattel Mortgage or Lease Agreement (refer to specific contract)
- Direct Debt – BOLD in its discretion may accept payment via a recurring monthly direct debit with the total value being split in equal payments over the agreed term
- Outright Purchase – 50% payment within 7 days of accepting the proposal with the balance paid with 7 days of the completion of the project

Requesting support

The Client can call 1300 951 854 or email support@boldmediagroup.com.au to lodge support requests. BOLD has dedicated helpdesk and ticketing system to effectively manage requests. Contacting your account manager to request support should be avoided to ensure that requests are not missed or delayed

Termination

The Client may terminate this PSA at any time. Any monies paid by the client will be forfeited and any remaining contracted payments will need to be paid. If the Client chose to pay by Finance, the Client will need to continue to pay the remaining finance instalments or pay out the agreement. If the Client chose to pay by direct debit, the Client will need to pay the remaining instalments in a lump sum. Requests for termination must be sent to support@boldmediagroup.com.au

Service Level Agreements (SLAs)

At all times, our goal is to provide fault resolution as quickly as possible. There are factors outside the control of BOLD, so the resolution time vary. Faults and issues will be classified based on their Business Impact as below:

- Priority 1 (P1) – are classified as the Client experiencing a complete outage which has a significant impact the ability of the business to operate
 - Example - Inbound & Outbound calls cannot be established
 - Response Time = 6 hours

- Priority 2 (P2) – are classified as the Client experiencing a fault or issue that impacts the day-to-day operation of the business but doesn't materially affect their ability to operate
 - Example – Unable to transfer calls to mobiles
 - Response Time = 1 Business Day
- Priority 3 (P3) – are classified as the Client requiring a change/MAC request which doesn't impact the ability of the business to operate
 - Example – request of softkey programming changes
 - Response Time = 3 Business Day

Travel requirements may affect these response times

We will use all due care and skill in providing services but do not guarantee that they will be continuous or fault free. Due to carriage being out of our control, we do not offer a guaranteed restore time. We will however manage the fault on your behalf where possible and keep you updated

BOLD ON HOLD

A "Bold on Hold" package from Bold Media Group may be included in your PSA

Starter Package includes (Once off)

- 1 x 3-5 minute on hold message
- 1 x Automated Attendant Message, IVR or Greeting Message
- 1 x After Hours Message
- Changes to messages after production will incur a charge of up to \$250.00 ex GST

Standard Package includes (Once off)

- 1 x 3-5 minute on hold message per year of contract
- 1 x Automated Attendant Message, IVR or Greeting Message
- 1 x After Hours Message
- Pre-recorded Public Holiday messages for your state or territory
- Changes to messages after production will incur a charge of up to \$250.00 ex GST

Premium Package includes (Unlimited)

- 1 x 3-5 minute on hold message
- 1 x Automated Attendant Message, IVR or Greeting Message
- 1 x After Hours Message
- Customised Public Holiday messages specific to your business
- Unlimited changes to all types of on-hold messages and notice messages. Fair usage policy applies

Change requests should be sent to andrew@boldmediagroup.com.au

For full terms and conditions of your Bold on Hold package, refer to the specific Critical Information Summary for your package included at the end of this document or at www.boldmediagroup.com.au/CIS